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THE ASSISTANT COMMISSIONER FOR PATENTS Washington, D.C. 20231

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Sir:

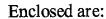
Transmitted herewith for filing is the Patent Application of:

Inventors: Carl Phillip Gusler, Rick Allen Hamilton, II and Timothy Moffett Waters

For: Employing Speech Recognition and Key Words to Improve Customer Service

Assignee Name: International Business Machines Corporation

Assignee Residence: Armonk, New York



X 20 Patent Specification including an Abstract

X 6 Pages of Claims

X 7 Sheet(s) of drawings. X Informal Forma

x Declaration(s) and Power of Attorney

X Form PTO 1595 and Assignment of the Invention to IBM Corporation

A certified copy of a _____ application.

X Information Disclosure Statement, PTO 1449 and copies of 12 references.

The filing fee has been calculated as shown below:

FOR	Number Filed		Number Extra	···	Rate		Basic Fee \$740.00
Total Claims	23	-20 =	3	X	\$ 18	=	\$ 54.00
Independent Claims	04	3 =	1	X	\$ 84	<u>-</u>	\$ 84.00
Multiple Dependent Claims	00			X	\$280	=	
				Total Filing Fee		=	\$878.00

- X Please charge my Deposit Account No. <u>09-0447</u> in the amount of \$<u>878.00</u>. A duplicate copy of this sheet is enclosed.
- \underline{X} The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account $\underline{09\text{-}0447}$. A duplicate copy of this sheet is enclosed.
 - X Any additional filing fees required under 37 CFR 1.16.
 - X Any patent application processing fees under 37 CFR 1.17.

Respectfully submitted,

David A. Mims, Jr.

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